

**U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT
ENFORCEMENT AND REMOVAL OPERATIONS
ICE HEALTH SERVICE CORPS**

ORIENTATION FOR NEW IHSC HEADQUARTERS EMPLOYEES

IHSC Directive: 01-19
ERO Directive Number: 11718.2
Federal Enterprise Architecture Number: 306-112-002b
Effective Date: 24 Mar 2016

By Order of the Acting Assistant Director
Stewart D. Smith, DHS/Sc/s/

1. **PURPOSE:** The purpose of this issuance is to set forth policy and procedures for orienting new employees at Immigration and Customs Enforcement (ICE) Health Service Corps (IHSC) Headquarters (HQ).
2. **APPLICABILITY:** This Operations Memorandum (OM) applies to all U.S. Immigration and Customs Enforcement (ICE) Health Service Corps (IHSC) personnel assigned to work at IHSC Headquarters (HQ) in Washington, D.C., including but not limited to, Public Health Service (PHS) officers, federal employees and contract support staff.
3. **AUTHORITIES AND REFERENCES:**
 - 3-1. Title 8, Code of Federal Regulations, section 235.3 ([8 CFR 235.3](#)), Inadmissible Aliens and Expedited Removal;
 - 3-2. Section 232 of the Immigration and Nationality Act (8 USC 1222), Detention of aliens for physical and mental examination;
 - 3-3. Title 8, Code of Federal Regulations, section 232 ([8 CFR 232](#)), Detention of Aliens for Physical and Mental Examination;
 - 3-4. Section 322 of the Public Health Service Act ([42 USC 249\(a\)](#)), Medical Care and Treatment of Quarantined and Detained Persons;
 - 3-5. Title 42, U.S. Code, Public Health Service Act, Section 252 ([42 USC 252](#)); Medical Examination of Aliens.
 - 3-6. [**IHSC Directive 01-16 Standards of Conduct**](#), ERO Directive Number 306-112-002b, dated 21 May 2012

- 3-7. [5 CFR 430.102 - Performance management](#)
 - 3-8. U.S. Department of Health and Human Services, Public Health Service Commissioned Corps Instruction [Standards of Conduct, CC26.1.1, Effective November 2008](#)
 - 3-9. IHSC Headquarters Orientation Guide.
- 4. **POLICY:** The IHSC Personnel Unit (IPU), or the supervisor, as designated below, orients all new federal and contract HQ IHSC employees within 30 days of reporting to work. The IHSC HQ orientation program is approved by the IPU. The IPU has the responsibility of ensuring that all new Headquarters (HQ) IHSC employees are assigned a sponsor and complete their orientation within 30 days of entry on duty. The orientee completes and signs the checklist found in the orientation packet within 45 days of entry on duty. New IHSC HQ employees must read the *IHSC HQ Orientation Guide*, located within the following folder: [All Guides](#)
 - 4-1. **Orientation Packet.** The IPU provides up-to-date orientation information to all new IHSC HQ employees. The orientation packet includes all of the documents listed in section V., *IHSC Orientation Useful Links and General Information* of the *IHSC HQ Orientation Guide*.
 - 4-2. **ICE Orientation Briefing.** All new civil service employees are scheduled through ICE Human Capital for the day-long ICE orientation briefing.
 - 4-3. **Review of Policies and IHSC Orientation Guide.** The supervisor of the new HQ IHSC employee ensures that the new employee signs the onboarding checklist. The new employee gives the signed checklist to the IPU. Completion of the orientation program is documented and kept on file.
 - 4-4. **Equipment.** The supervisor or designee identifies IT and other equipment required for the position. The supervisor/designee will request the needed Information Technology (IT) equipment which includes Desktop/Laptop, iPhone, and desk telephone services through the [ICE Service Catalog](#). Any other equipment such as desktop printers, scanners, etc. should be requested through the RMU SharePoint site; [Request RMU Services](#) link. The IHSC Property Custodian will ensure that all accountable equipment are properly assigned in the ICE Inventory System called Sunflower.
 - 4-5. **Mandatory Initial Training.** All IHSC employees, federal and contract, must complete the training within the time specified in the following link: [Orientation Training on Virtual University](#)
 - 4-6. **Safety Briefing.** The new IHSC employee meets with the IHSC Safety Officer to receive a safety briefing.

- 4-7. Introductions.** The supervisor or designee of the new HQ IHSC employee ensures he or she is introduced to staff.
- a. The supervisor or designee ensures the new HQ IHSC employee is introduced individually or in small groups to the current IHSC HQ staff.
 - b. If appropriate to position, the supervisor or designee introduces the new employee to ICE staff with whom they will be interacting on a regular basis.
 - c. Supervisor or other designee schedules briefings with Unit Chiefs or designated unit member to orient the new employee to the Unit's mission and each individual's roles and responsibilities within that Unit.
- 4-8. Orientation to Field Medical Facilities.** As funding permits, new HQ federal employees will travel to an IHSC-staffed medical facility, preferably within the first six months of employment, to shadow field staff and gain a better understanding of operational issues. This shadowing will not exceed two weeks at any one time.
- 4-9. Review of Orientation Program.** The HQ orientation lesson plan will be reviewed once every 2 years or more frequently, as needed.
- 5. PROCEDURES:** Detailed procedures related to this directive are found in *IHSC Headquarters Orientation Guide* located within: [All Guides](#).
- 6. HISTORICAL NOTES:** This directive replaces the previous version of this policy dated 1 Dec 2015. Changes were made to the policy statement (4) and section 4-3. Also, section 4-9 and definition was added.
- 7. DEFINITION.**

IHSC Personnel Unit – The IHSC Personnel Unit (IPU) is an office under the chief of Staff that develops and implements recruiting and retention strategies to identify potential USPHS officers and federal civil servant candidates for employment within the IHSC. The recruitment strategies include the team's execution of personnel actions (CAD, transfers, amendment to orders, retirements, etc.) and other mission critical activities related to this effort to include: attendance at conferences, job fairs and university presentations and the management of recruitment goals. The retention strategies include: the teams participation in the ongoing development and maintenance of an employee recognition program, coordination of loan repayment programs, submission specialty pay packages and incentives, professional development/career

counseling/mentorship, and oversight of the employee appraisal and evaluation process.

8. APPLICABLE STANDARDS:

8-1. Performance Based National Detention Standards (PBNDS):

PBNDS 2011: 7.3 Staff Training

8-2. American Correctional Association (ACA):

a. Performance-Based Standards for Adult Local Detention

Facilities, 4th edition

(1) 4-ALDF-7B-08

(2) 4-ALDF-7C-01

b. Standards for Adult Correctional Institutions, 4th edition

(1) 4-4063

c. Performance-Based Standards for Correctional Health Care in
Adult Correctional Institutions

(1) 1-HC-2A-11

(2) 1-HC-2A-12

8-3. National Commission on Correctional Health Care (NCCHC):

Standards for Health Services in Jails, 2014: J-C-09

9. RECORDKEEPING. These records are maintained based on
Personnel/Human Capital retention schedules.

10. NO PRIVATE RIGHT STATEMENT. This directive is an internal policy
statement of IHSC. It is not intended to, and does not create any rights,
privileges, or benefits, substantive or procedural, enforceable against the
United States; its departments, agencies, or other entities; its officers or
employees; or any other person.